

Your Health is Our Business

***Maricopa County
EBAC
Disease Management -
Well Aware Program***



Sept 14, 2005

Well Aware: Manages Most Prevalent, Costly Conditions

Diabetes

Cardiac

COPD

Asthma

Chronic Low Back Pain

Addresses conditions where:

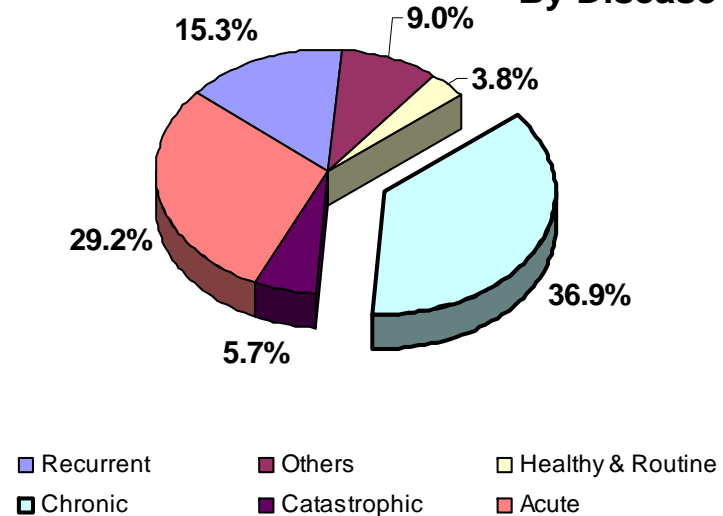
- Behavioral changes have positive results
- Interventions are proven to improve outcomes
- Nationally recognized standards of care

Depression/anxiety/stress screening and management when present as co-morbidity for all disease states

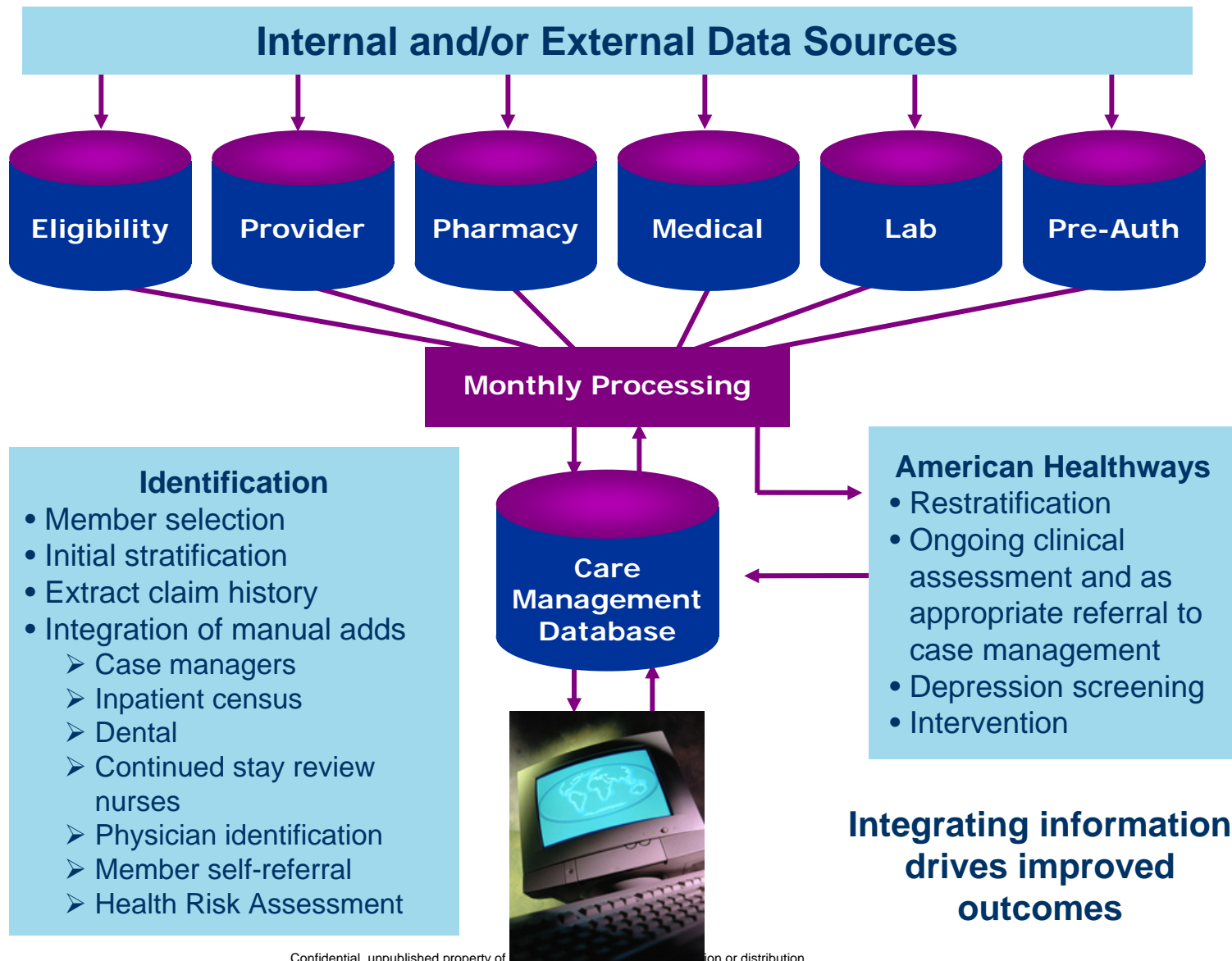
New! Targeted Conditions

New! High-Risk Obesity

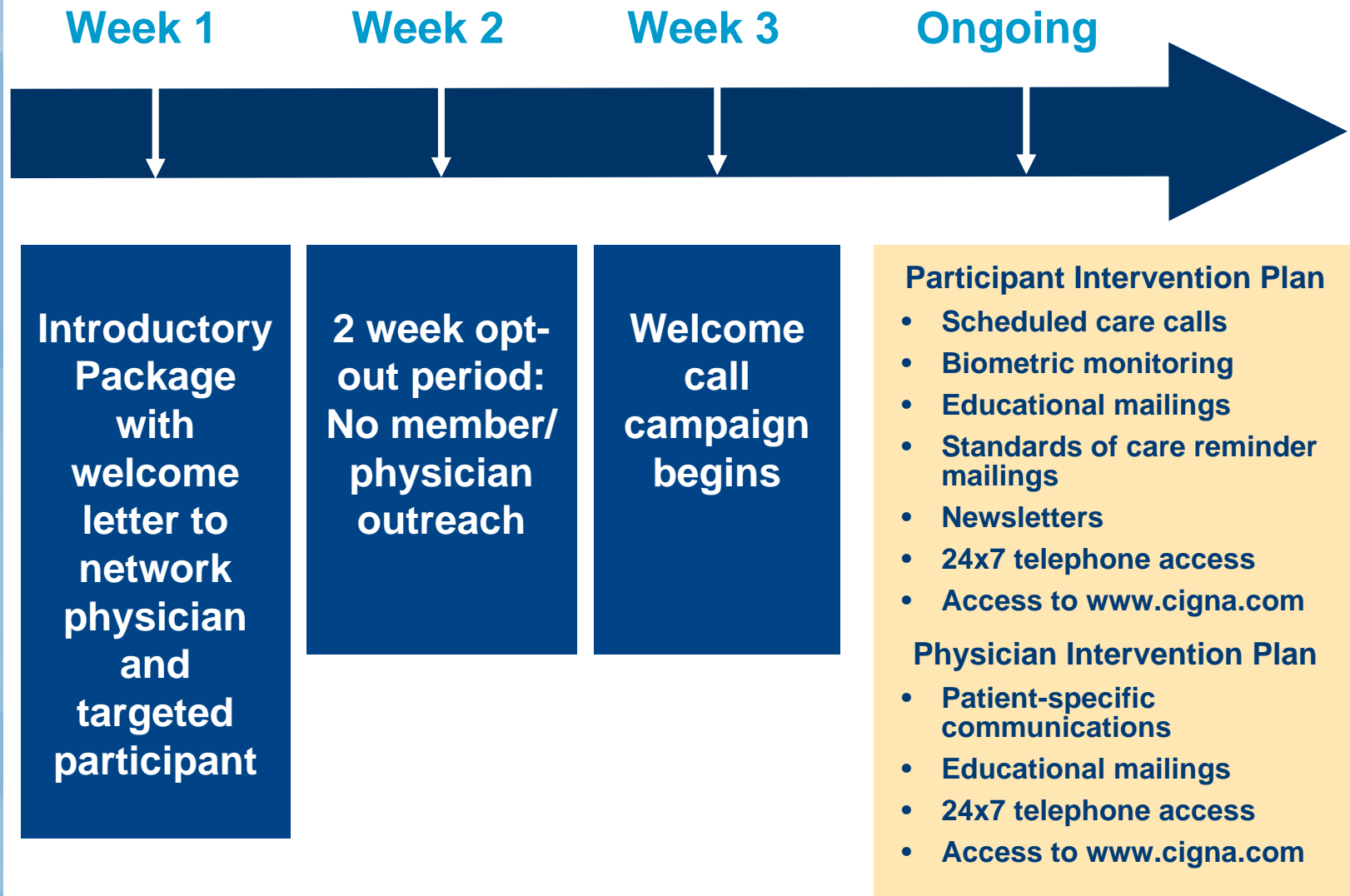
**Distribution of Cost
By Disease Type**



Information Enables Action...



Engagement Process Flow



Interventions Lead To Behavioral Changes

Program Component	Diabetes	Cardiac	COPD	LBP	Asthma
Welcome Call	✓	✓	✓	✓	✓*
Health Assessment					
■ Restratification	✓	✓	✓	✓	✓*
■ Goal planning					
■ Care call schedule					
Depression/Anxiety/Stress Screening					
■ Information shared with Physician	✓	✓	✓	✓	✓*
■ Restratification to Level 3 or higher					
Nurse Care Calls, levels 2 and higher	✓	✓	✓	✓	✓
Program Graduation				✓	✓
Age Restrictions		≥ 16 year of age	≥18 year of age	18-64 years of age	
Good Health Guidelines Reminder	✓	✓	✓	✓	✓
Participant Newsletter	✓	✓	✓		✓
Toll-Free Clinical Hotline 24 x 7	✓	✓	✓	✓	✓
Access to www.cigna.com/wellaware	✓	✓	✓	✓	✓
Educational Mailings	✓	✓	✓	✓	✓

* Active participants only

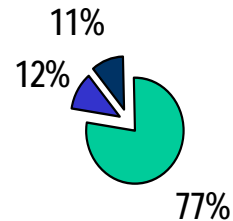


NEW - What are Targeted Conditions?

- Prevalent and identifiable medical conditions that, when properly managed, demonstrate significant and sustainable opportunity to improve a population's overall health status, health care costs, absenteeism, presenteeism, and productivity
- The “next level” of disease management
- Members with these conditions have double the average medical costs
 - Acid Related Disorders
 - Atrial Fibrillation
 - Fibromyalgia
 - Hepatitis C
 - Inflammatory Bowel Disease
 - Irritable Bowel Syndrome
 - Osteoporosis
 - Osteoarthritis
 - Pressure Ulcers
 - Urinary Incontinence



Targeted Conditions Often Overlap



Among members with osteoarthritis, 12% also have acid-related disorders, and 11% have low back pain

- Osteoarthritis
- with Acid-Related Disorders
- with Low Back Pain

Among members with pressure ulcers, 57% also suffer from urinary incontinence



- Pressure Ulcers
- Associated with Urinary Incontinence



NEW - Well Aware For High-Risk Obesity

- Candidates actively recruited through predictive model and referrals
- Screen for BMI ≥ 30
- Primary goal: teach management of co-morbid conditions
- Secondary goal: stop or reverse unhealthy weight gain
- Personalized telephonic coaching focused on behavior modification
- Periodic assessments to determine risk stratification
 - ◆ Drives intervention intensity
 - ◆ Averages 8 coaching sessions per year
- Encourage adoption of healthy nutrition and physically active lifestyles
- Screen for smoking and depression and refer to support resources



Health Risks Magnified When Other Conditions Exist

Characterized by a combination of pre-diabetes, hypertension and lipid disorder – Metabolic Syndrome can **quadruple** the risk for cardiovascular disease and death.¹



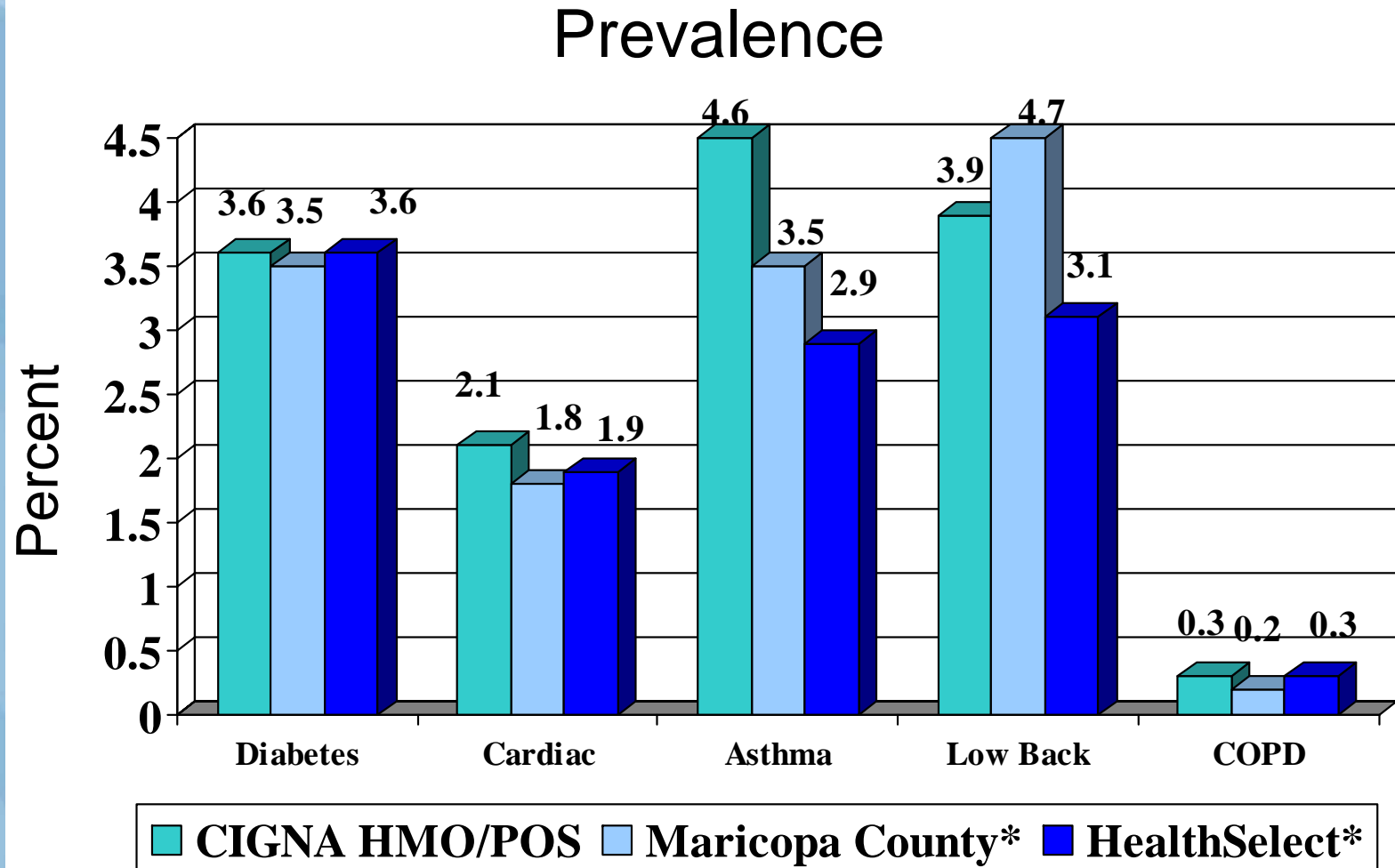
1 – Mayo Clinic website, accessed 2005

Do You Have Metabolic Syndrome?

If three or more of the following are true, you have the syndrome and are at risk for heart disease or diabetes:

1	Your waist measures more than 40 in. (in men) or 35 in. (in women)	
2	Your fasting triglyceride level is 150 mg/dL or higher	
3	The level of HDL cholesterol in your blood is less than 40 mg/dl (if you're a man) or 50 mg/dl (if you're a woman)	
4	Your blood pressure is 130/85 mm Hg or higher	
5	Your fasting glucose measures 110 mg/dL or higher	

Maricopa County - Prevalence



*Prevalence is understated due to RX not included